

EDUCATION PROGRAMS COUNSELOR FORT WAYNE ZOO



JOB DESCRIPTION

Revised: 2/25 | Reviewed: 2/25

Position Title: *Education Programs Counselor* **Supervisor Title:** *Education Manager* **FMLA Status:** *Nonexempt*

PURPOSE

The Education Programs Counselor is a temporary position that enthusiastically delivers hands-on, educational programming on-site during the Zoo season. This position also strives to embody the Zoo's values at all times, contributes to positive guest experiences, and performs other duties as required.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential Functions

- Delivers on-site fun-filled, educational programs to campers, families, teens, or groups during the Zoo season, through programs such as Kids for Nature Summer Camp or Teens for Nature Volunteer Program.
- Promotes science and conservation to participants through hands-on program curriculum.
- Manages the engagement of program participants.
- Provides support and supervision to program participants.
- Effectively manages group dynamics and follow guidelines to ensure program participants' safety.
- Supports the Education Department in varying capacities such as prepping and organizing program supplies.
- Communicates with staff using radio system.
- Maintains knowledge of Zoo facilities, programs, animals, and staff.
- Represents the Zoo in a positive manner by maintaining a positive attitude and delivering exceptional guest service.
- Serves as a team player in the Education Department by supporting the department's goals.
- Supports the Zoo's commitment to continued growth of diversity, equity, access, inclusion, and belonging for team members, volunteers, guests, and supporters.
- Assists with special projects and helps other team members as needed.
- Actively contributes to positive guest experiences.

EDUCATION AND EXPERIENCE

To perform this job successfully, an individual must have the following education and/or experience.

- High school diploma or GED is required.
- One year of teaching or program planning experience is preferred.

KNOWLEDGE, SKILLS, AND ABILITIES

The requirements listed below are representative of the knowledge, skills, and/or abilities required to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.

- Ability to accurately convey scientific information in a meaningful way to children, teens, and adults using a variety of interpretive techniques.
- Ability to oversee a group of program participants, including their engagement, behavior, and safety.
- Strong verbal communication and presentation skills.
- Strong interest in education and conservation with knowledge of wildlife and natural history.
- Ability to troubleshoot, analyze situations, and make sound business decisions.
- Ability to make independent decisions and manage time effectively.
- Strong organizational skills.
- Ability to work a highly flexible schedule as required to successfully perform the requirements and functions of the position, including required weekend, evening, holiday, and irregular hours.
- Ability to handle confidential information.
- Ability to understand and follow all safety regulations.
- Ability to track and manage multiple tasks and priorities.
- Ability to arrive at work when scheduled and maintain a positive attendance record.
- Ability to serve as a goodwill ambassador, in every respect and at all times, for the Fort Wayne Zoological Society and the Fort Wayne Zoo in contacts with guests, partners, and the community.
- Ability to deal tactfully and politely with guest questions and misbehavior.
- Excellent communication skills to establish and maintain effective working relationships with team members, volunteers, partners, and the community.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to operate office equipment, including computers, copiers, fax machines, and phones.
- Ability to professionally and appropriately interact and communicate with others in person.
- Ability to properly lift and carry items up to 25 pounds.
- Ability to stand and sit for periods of time and to move intermittently throughout the workday.
- Ability to perform focused work with close attention to detail.
- Ability to work both indoors and outdoors, with exposure to extreme temperatures and inclement weather conditions; the environment may include wet, icy, or muddy conditions.
- This position may include exposure to hazardous materials, fumes/odors, dirt, and dust.
- This position may include exposure to potentially dangerous or venomous animals.
- This position may include exposure to zoonotic diseases.
- This position may include exposure to noxious native plants.
- This position may include exposure to native biting insects and arthropods.

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